wysiwyg Release 21
Release Notes

Version 2B

Thank you for installing Release 21 of ***wysiwyg***. These release notes provide up-to-date information about library additions, documentation, and known issues.

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Getting started with *wysiwyg*

To help you get started using ***wysiwyg***, various resources are available for your use.

Documentation sources

Documentation sources are available in several locations for your convenience:

- From the ***wysiwyg*** CD Install panel during installation (by clicking the appropriate button)
- On your Windows computer, click Start **>** Programs **>** ***wysiwyg*** shortcut menu (once ***wysiwyg*** has been installed)

All ***wysiwyg*** documentation is available for download from the CAST web site:
http://www.cast-soft.com/cast/software/support.jsp?PID=5022

Sources include:

- Reference Guide
- Quick Start Guide
- Quick Start Tutorial
- Release Notes

Sample files

Sample ***wysiwyg*** files are provided with the installation for you to use as examples or references. There are sample AutoCAD files, report heading files, as well as several files from various disciplines. These files can be found in the \Samples folder where you installed ***wysiwyg*** (for example, `C:\Program Files\WYSIWYG\Samples`).

Template files

Sample template files are provided with the installation for you to use as desired. There are several basic templates such as plot, studio, and theatre files. These files can be found in the Templates folder where you installed ***wysiwyg*** (for example, `C:\Program Files\WYSIWYG\Templates`).

Useful information

In-Place update

If you are using ***wysiwyg*** release 19 or release 20, you can choose the In-Place Update to update to ***wysiwyg*** release 21. This update is available on the CAST web site (http://www.cast-soft.com/cast/software/downloads.jsp?PID=5021&DID=4050).

Note: Be sure to close ***wysiwyg*** before running the In-Place Update.

Microsoft Windows Vista

While we have not fully tested the Microsoft Windows Vista operating system with ***wysiwyg***, we have not (to date) identified any major issues when running ***wysiwyg*** on this platform.

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wysiwyg compatibility with Vivien-Virtual Event Designer

Are you a Lighting Designer who manages venue layouts, produces events, or liaises with event planners/designers or service providers?

wysiwyg is fully compatible with Vivien-Virtual Event Designer, CAST Software's award-winning special events planning and design software tool. You can create your shows in *wysiwyg* and then open the files in Vivien to make use of its automated Wizards for adding event items, such as seating areas, tables, and chairs.

You can use Vivien–Virtual Event Designer to increase your planning efficiency. Vivien is the sales, planning, design, and production tool designed for the meeting and special events industry. LDs can use it for creating quick concepts to demonstrate their ideas. As *wysiwyg* deals with the stage, Vivien deals with the venue. Both *wysiwyg* and Vivien:

- Feature simplified CAD tools to plot or lay out floor spaces or lighting plans
- Deliver photorealistic renderings of these drawings
- Contain 1,000s of library objects designed for the industry
- Share the same reliable, robust base code
- Deliver eye-popping visuals
- Provide wizards for common tasks

New in *wysiwyg* R21

wysiwyg Release 21 is exclusively a library release that includes over 100 new and updated library files. The following library additions are new in Release 21:

New Architectural LED Fixtures

Manufacturer	Model
GLP	Ion 1.2m Ion 1.8m Ion 2.4m

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Manufacturer	Model
Anolis	ArcSource 3 Red ArcSource 3 Green ArcSource 3 Blue ArcSource 3 Amber ArcSource 3 Cool White ArcSource 3 Warm White ArcSource 6 Red ArcSource 6 Green ArcSource 6 Blue ArcSource 6 Amber ArcSource 6 Cool White ArcSource 6 Warm White ArcSource 7 Red ArcSource 7 Green ArcSource 7 Blue ArcSource 7 Amber ArcSource 7 Cool White ArcSource 7 Warm White ArcSource 12 RGB ArcSource 6 RGB ArcSource 3 RGB ArcSource TW3 RGB ArcSource 12 SW Arcsource 7 RGBW
Color Kinetics	eW PowerCore 2800K 6 inch eW PowerCore 2800K 12 inch eW PowerCore 4200K 12 inch ColorBlast 12 TR UV

New Automated Fixtures

Manufacturer	Model
Alpha One	Falcon Beam 2-3K Falcon Flower 2-3K
Clay Paky	Alpha Wash TH
Elation	Power Spot 250 Power Spot 575 Power Spot 575 IE Power Spot 700 Power Spot 700 CMY Power Wash 250 Power Wash 575E Design PAR 575D

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Manufacturer	Model
	Design PAR 575H Design Spot 250 Design Spot 575E Design Wash 250
G-tech	GT-12R
Martin	Mania SCX600 Mania SCX700
Novalight	High Ground Novaflower
Robe	ColorWash 700E AT ColorSpot 700E AT
SGM	Synthesis Wash 700
Studio Due	CS-2 CS-4
Syncrolite	MX 3000 SXB-5/2D SXB-8/2D SX10KD

New Automated LED Fixtures

Manufacturer	Model
GLP	Impression RGB
SGM	Genio Mobile Palco 3 Mobile

New Color Changer Fixtures

Manufacturer	Model
PC Lights	Turbo PAR Turbo PAR Tungsten
Robe	Beam 250XT
Clay Paky	RainSpot 575 CP Color 575

New Conventional Fixtures

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Manufacturer	Model
LDR	Nota 30/55 Profile Zoom
Generic	Par 36 Stubbi VNSP Par 36 Stubbi NSP Par 36 Stubbi WFL
Hydrel	4427 (Underwater Par 64)

New Follow Spot Fixtures

Manufacturer	Model
LDR	Canto 250 MSD Canto 250HR MK2 Canto 575 MSD/MSR MK2 Canto 700 MSD/MSR MK2 Canto 1200 MSD/MSR MK2 Canto 1200 TH MK2 Canto 2000 TH MK2
Robert Juliat	Lucy Super Korrigan Lancelot Flo Victor

New Conventional LED Fixtures

Manufacturer	Model
ADJ	P64 LED P64 LED White 64B LED Pro P56P LED P36 LED White
Microh	LED Bar
Elation Pro	Design LED 60 Strip Design LED 12 Brick
Martin	StageBar 54L StageBar 54S

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New Conventional Studio Fixtures

Manufacturer	Model
Kino Flo	Blanket Light

New Moving Yoke Fixtures

Manufacturer	Model
Apollo	Right Arm w/ETC Source 4

New Effects Fixtures

Manufacturer	Fixture
Birket	Strobe Brik 002-QD
Hungaroflash	T-Light Strobe
GAM	Star Strobe Remote
Generic	Beacon (Single Beam)
	Beacon (Double Beam)

New Symbols

Manufacturer	Name
Vari-lite	VL1000 (All Models) New alternate symbols with Fixture Body shown tilted at 90°

New Truss

Manufacturer	Series	Component
TomCat	20.5 inch Spigoted (Pin)	4' Section
Prolyte	H30D L 74,5	0.745m Section
	H30D L 150	1.5m Section
	H30D L 250	2.5m Section
	H30D L 350	3.5m Section
	H30D L 450	4.5m Section

New Lamps

Manufacturer	Series	Base Type
Color Kinetics	CK eW MR 10° 2700K	GU5.3
	CK eW MR 10° 4200K	GU5.3
	CK eW MR 25° 2700K	GU5.3

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Manufacturer	Series	Base Type
	CK eW MR 25° 4200K	GU5.3
Generic	Par 36 VNSP 36w Stubbi	Screw Term
	Par 36 NSP 36w Stubbi	Screw Term
	Par 36 WFL 36w Stubbi	Screw Term
	LED WW (Warm White)	LED
	LED CW (Cool White)	LED
	LED 4200K	LED
	LED 2800K	LED
	ACL 3.5°	EMEP
Hungaroflash	Tlight	Hungaroflash
Hydrel	4427 VNSP	EMEP
	4427 NSP	EMEP
	4427 MFL	EMEP
	4427 WFL	EMEP
Osram Sylvania	HTI 575W/DE	SFcII
	HMI 1800/DE	SFc15.5
	Hi-Spot 12°	GU10
	F100/T12 HO	Med. Bipin
Philips	MSR GOLD 1200 SA/DE	SFc10-4
	MSR GOLD 1200 SA/2 DE	SFc10-4
	MSR GOLD 700 SA/2 DE	SFc10-4
	MSR GOLD 575 SA/2 DE	SFc10-4
	MSR GOLD 400 SA/2 DE	SFc10-4
	MSR Gold 700 SA/SE Fastfit	PGJX50
	MSR Gold 1200 SA/SE Fastfit	PGJX50
	MSR Gold 1400 SA/SE Fastfit	PGJX50
	MSR 700	G22
	ELC/10H	GX5.3
	CDM SA/T"	G12
	ST 250 HR	GZY9.5
Ushio	CP/79 120V	GY16
	CP/79 220V	GY16

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New Gobos

Manufacturer	Name
Robe	15010144
Syncrolite	Bars 1 Bars 45 1 Breakup Breakup Inverted Circle Circle Inverted Drain Drain Inverted Flames 1 Flames 1 Inverted Moving Rings 1 Moving Rings 1 Inverted Ring of Circles Ring of Circles Inverted Ring of Triangles Ring of Triangles Inverted Stars Stars Inverted Super Drain Super Drain Inverted Traveling Dots 1 Traveling Dots 1 Inverted Tsunami 1 Tsunami 1 Inverted Turbine Turbine Inverted Waves 1
Novalight	Novaflower 32

Library Modifications

Updated/Corrected Fixtures

Manufacturer	Fixture	Comment
Vari-Lite	VL3000 Spot	Updated Hanging orientation
	VL3000 Wash	
	VL3000Q Spot	
	VL3000Q Wash	
	VL3500 Spot	
	VL3500Q Spot	
	VL1000 (All Models)	Symbols Rotated 180°, Shutter Orientation corrected

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Manufacturer	Fixture	Comment
Robert Juliat	Aramis Cricket Cyrano Foxie Heloise Ivanhoe Korrigan Margot	Refined Beam/Field Angles
Clay Paky	Alpha Profile	Added Shutter Rotation Channel Functionality
Martin	MAC TW-1	Added Narrow Lens Option
	MAC 550	Updated Hanging orientation
High End	X-Spot Extreme	Redundant Lens Option removed.
Ocean Optics	SeaChanger	Enabled for Design Mode
Showtec	Sunstrip Active	Added Colour Frame

Known Issues

1. **You cannot perform a second Merge operation on a merged item that has been mirrored.**

   After mirroring an object that was originally created through a merge operation, you cannot reliably perform another merge procedure on this object.

   Workaround: It is recommended that you perform all Merge operations on these objects *before* you mirror them.

2. **Single-sided surfaces that have Light Emission enabled "glow" on both sides when rendered**

   When you assign light emission to a single-sided surface, and then render it with Radiosity turned on, the surface appears to glow on both sides.

   Workaround: When using a light-emitting surface, create a second surface (with no light emission) of the same size and place it just behind the light-emitting surface, 1 or 2 millimeters away. This will mask the second light-emitting side in your rendering.

3. **When wysiwyg R17 files containing certain types of truss are opened in wysiwyg R18 or later, all fixtures originally attached to the truss are no longer attached properly**

   When you create a file in ***wysiwyg*** R17, attaching fixtures to any of the truss listed in the table below, and then you open the file in ***wysiwyg*** R18 or later, any fixtures originally attached to the truss are no longer attached properly. Note that this issue does not occur when you attach fixtures to any of these pieces of truss in ***wysiwyg*** R18 or later.

Optikinetics 210-B4000	CLS 300mm Tri Curved Radius 5m	CLS 300mm Tri Curved Radius 7.5m
Hoac 700 2000 2P	Milos ALV33 - 3way - 90	Milos ATA42 - 4way Tee Apex Down

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Milos ATA43 - 4way Tee Apex Down	Milos ATA51 - 5way Tee	bd25-X
Camco L-Type 3-Way	0MF-F Cornerblock	EZ AO3 C33
EZ AO3 C36	EZ AO3 C41	fd33-tu/ls
fd33-x	fd33-xd	fd34-275
fd34-375	fd43-x	FL 305m Curved
Pag202	Floater	FX25 X Corner, Vertical
FX30 500mm	FX30 135° Corner, Vertical	FX40 X Corner, Vertical
QX30 90° Corner	40dc005	40dc005
40vc002	40vc016	40vc022
H30V-R300-8	H30V-R500-16	Milos QCM19 - 2way - 45
Milos QTB4000	Milos QTV4000	ATC SB50P-4-3000
ATC SBK18-3-08000	Tom Cat 12in Curved Box 35ft, 8 Segment	Tom Cat 20in Curved Box 10ft, 4 Segment
Tom Cat 20in Curved Box 30ft, 8 Segment	Tom Cat 20.5in Bolt 8ft "Studio"	TF 12in Box 9ft
TF 20.5in Box 10ft	Thomas GP Folding 6ft	Thomas GP Folding 8ft
Thomas GP Folding 4ft	Thomas Supertruss 30.5cm 1m	Thomas Supertruss 12in 1m
TR 12x18 HD Box	Trussing 10'	Solotech trc2230-d30

Workaround: When you open the R17 file in ***wysiwyg*** R18 or later and discover that fixtures are attached improperly to the truss, you must delete the truss and fixtures and redraw/reattach them. You can use the same truss and fixtures in the R18 or later file without issue.

4. **When you hang automated fixtures on moving hang structures, they do not focus properly**

   When you hang an automated fixture on a moving hang structure (for example, a pipe or truss that is attached to a linear or rotational motion axis), and then you move the hang structure, the fixture's beam is not redirected to its original Focus Position. Instead, it maintains the same pan and tilt angle, thereby missing the focus position and hitting a different location in your drawing.

   Workaround: When working with automated fixtures on moving hang structures, do not use focus positions. Instead, focus the beams manually.

5. **An error message appears when you open a wysiwyg R17 file and click one of its navigation shortcuts**

   In ***wysiwyg*** R17 files, the following error message appears when you click on a navigation shortcut: "The navigation shortcut cannot be executed in the current product level(1)."

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6. **The Add/Remove Accessory menu is not available when you select a fixture that is attached to a moving hang structure**

   When you hang a fixture on a pipe or truss that is attached to a movement axis, and then you right-click on the fixture to add an accessory to it, the Add/Remove Accessory menu item does not appear.

   Workaround: You can add accessories to the fixture by using its Properties page, and remove accessories by using DATA mode. Alternately, you can temporarily detach the hang structure from the movement axis, add/remove the accessories, and then reattach the hang structure to the axis.

7. **Fixtures hung on rotated truss do not hang properly**

   If you rotate a piece of truss while inserting it (right-click and select Truss Rotate Left or Truss Rotate Right), and then attach subsequent pieces of non-rotated truss to it, all fixtures that are hung from these subsequent pieces of truss point in odd directions, with some pointing up and some down.

8. **For fixtures with multiple circuit types you cannot manually select which type to display in DATA mode**

   Regardless of the number of circuit types associated with a particular fixture and the Regional Settings that you choose for your file, there is no way to select which circuit type to show in DATA mode; instead, the program will always show the first circuit type listed.

9. **After saving your wysiwyg file directly to a Network Attached Storage (NAS) device, you may have trouble opening the file**

   After saving your ***wysiwyg*** file directly to an NAS device, in some cases you cannot open the file.

   Workaround: Since networks can sometimes fail, it is always a good idea to work on files that are kept on your local hard drive rather than on a network computer/storage device. Before you begin working on the ***wysiwyg*** file, copy it to your local drive and open it from there; once you are finished working on it, save the file on your local hard drive and then move it back to your NAS device.

10. **When you uninstall and reinstall the wysiwyg Server for Release 21, the network version of wysiwyg (Network, Learn, CSP, or AWT) does not function properly**

    When you install ***wysiwyg*** Release 21 the program installs updated Sentinel Drivers that make it unnecessary to subsequently install the ***wysiwyg*** Server (for the network versions of ***wysiwyg***). However, if you install ***wysiwyg*** Release 21 *and* the ***wysiwyg*** Server, and then subsequently uninstall and reinstall the ***wysiwyg*** Server, the program will not function properly.

    In this case, perform the following workaround:

    1) Click Start > Control Panel > Add or Remove Programs.
    2) From the list of programs, click **Remove** beside the following programs, and then follow the steps to remove them from your computer:
       - all listed versions of the Sentinel Drivers
       - the ***wysiwyg*** Server
    3) Restart your computer.
    4) When these programs are removed, reinstall the Sentinel Drivers by double-clicking the file *Sentinel.exe* located in the following folder:
       `C:\Program Files\WYSIWYG\Bin\Sentinel`

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where *C*: is the drive on which you installed ***wysiwyg***.

11. Software utilities used for cleaning temporary files sometimes interfere with *wysiwyg's* ability to save a file.

While working on a ***wysiwyg*** file, you discover that you cannot save it, even if you try to save it under a different file name. When trying to save the file, you might receive an error message saying there is not enough disk space available (even though the problem is unrelated to disk space). Eventually, you have to close the file, losing all renderings that you have saved internally and, potentially, all your work.

Explanation: ***wysiwyg*** stores some internal file data as temp files in the Windows temp directory. If you delete these temp files while your ***wysiwyg*** file is open (either manually or automatically by running a temp directory cleaning program, such as Window Washer), this internal data will be lost and ***wysiwyg*** will be unable to save the file.

Solution: While working in ***wysiwyg***, you should not manually delete any of the files in the Windows temp directory, nor should you use an automated program, such as Window Washer, to do so.

Workaround: If you receive a "cannot save" error, you can still save your drawing by copying the entire contents and pasting them into a blank ***wysiwyg*** document. Save the document with a new file name. Note that you will still lose files that are saved internally, such as any renderings or images stored with the original file (unless you had exported them from the PRES mode > Images tab). You will also lose all shortcuts created in the file (with the exception of patch universes and images), including library, navigation, view and render shortcuts, as well as custom reports, worksheet, layouts, new plots, keys, legends, palettes, concepts and looks. Patch universes are copied and pasted together with the fixtures in the file.

12. Transparent surfaces that touch non-transparent objects are not transparent in the rendered image

To ensure that transparent surfaces touching non-transparent objects are completely invisible in renderings requires a slight workaround. When placing the transparent surface or object in your drawing, ensure that a miniscule space exists between it and any non-transparent objects in your drawing (this space can be as small as you like). For example, if you are placing a transparent surface on a floor, nudge the surface just above the floor. When you render the image, the surface will be invisible.

13. Lag in Shaded view when watching moving scenery

When using moving fixtures (for example, the MAC 500) with the moving scenery feature, you may sometimes notice a lag in Shaded view if the beam simulation quality is set to **Light Up**.

To avoid seeing this lag, set the beam simulation quality to **Regular** as it offers better visualization and performance.

14. Saving a file that contains custom library objects as a previous release of wysiwyg causes a crash when opening the file

When you are working in a ***wysiwyg*** Release 19 file that contains custom library objects and you save the file as version Release 15 or earlier, the program crashes when you open the file in that previous release. To avoid this issue, you have two options:

- Remove the custom library objects before saving the file as a previous release

or

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- when working with a file that has custom library objects in it, only save it as Release 16 or greater.

15. You cannot install wysiwyg on a FAT32-formatted hard drive

Due to restrictions in file name length, you cannot install ***wysiwyg*** on a FAT32-formatted hard drive. Instead, you must install the product on an NTFS-formatted hard drive. For details, see http://www.cast-soft.com/cast/software/downloads.jsp?PID=5021&DID=4077.

16. wysiwyg Learn Clients freeze when an application on the machine that is running the Learn Server fully utilizes the CPU (when it stays at 100%)

To avoid this problem, change the priority of the Sentinel Protection Server (spnsrvnt.exe) to High (for network dongle). In the Windows Task Manager, switch to the Processes tab, right-click on spnsrvnt.exe, select Set Priority, and then choose High as the new priority for this process."

17. Performing the R21 in-place update while wysiwyg is running results in failed installation

If you run the Release 21 in-place update while ***wysiwyg*** is running on your computer, ***wysiwyg*** will fail to install properly. This occurs because the Setup program does not recognize that ***wysiwyg*** is running, so the installation continues. However, near the end of the installation, an error message appears. If you then try to run ***wysiwyg***, it crashes. To avoid this issue, always close ***wysiwyg*** before running any updates to the program.

18. wysiwyg does not detect the appropriate size of color frame for fixtures that have interchangeable lenses

wysiwyg is not yet able to distinguish the lens from the body of certain fixtures that have interchangeable lenses, such as the ETC Source 4, the Altman Shakespeare, and so on. In some cases, therefore, it allows you to use the incorrect size of color frame for the current lens. For example, a Source 4 fixture with a 26° lens uses a 6.25-inch color frame, but ***wysiwyg*** also allows you to use both a 12-inch and a 14-inch frame (the frames used by 10° and 5° lenses respectively).

To avoid this issue, ensure that you know the appropriate color frame for each lens that you are using. Select a color frame from the accessories tab of the library browser and insert it into the fixture(s). Then open the properties of the color frame and select a color to apply to that accessory.

19. Empty layers may not be removable.

You cannot delete layers in ***wysiwyg*** unless they are free of all objects. However, in some cases, you may not be able to delete some layers even if all objects have been removed in CAD mode. At all times, however, you can rename layers. These “non-removable” layers are not harmful and can be renamed and/or re-used.

20. Deleted Presentation items are still available in Layouts.

Removing a new plot, image, report, worksheet, key, legend, or spreadsheet from its respective shortcut bar using Undo does not remove it from the list of items available for insertion in Layouts. Such items are named “new view” in their respective list and can be added to the layout but may cause ***wysiwyg*** to crash.

21. Positional link not broken for grouped objects in a New Plots view

Performing a Move or Rotate command on a set of grouped objects in a New Plots view does not properly break the positional link. If you try to restore the positional link for these

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objects, they will return to the position they were in immediately before the positional link was broken, not the position they are currently in CAD mode. They will move to the correct position if the objects in CAD mode are ungrouped and regrouped.

22. Positional link not broken for grouped hang structures in a New Plots view

Performing a Move, Rotate, or Rotate Position command on a set of grouped hang structures (such as a truss) in a New Plots view does not properly break the positional link. If you Move or Rotate the hang structures in CAD mode, the hang structures in the New Plots view will change their position as well. They will not be moved if you ungroup the hang structures before moving or rotating them, then regroup them when the operation is finished.

23. Microsoft Excel versions supported

wysiwyg supports the import of Microsoft Excel spreadsheets created using versions 4, 5, and 7. Excel 2000 and 2002 are not supported at this time.

24. Auto-saving is not functioning correctly

The automatic saving of a recovery version of your ***wysiwyg*** file does not always work properly. For this reason, it is important that you save your file often while working in ***wysiwyg***.

25. Problems connecting to WYG-it 2s

Some users have experienced problems connecting to WYG-it 2s after uninstalling and installing the same or a different version of *WYSIWYG*. As a workaround to this problem, it is recommended that you follow the steps below when either installing a new version of ***wysiwyg*** (other than when using the In-Place update) or reinstalling the same version of ***wysiwyg***:

1) Uninstall WYG-It 2 drivers.
2) Uninstall ***wysiwyg***.
3) Remove any "*WYSIWYG*x" folders located in the \Program Files folder where you originally uninstalled *WYSIWYG*.
4) Install different (or same) version of ***wysiwyg***.
5) Install WYG-It 2 drivers.

Contacting Technical Support

Please read the online documentation and visit the www.CAST-soft.com Web site before contacting Technical Support. You can contact Technical Support at the following office locations.

Note: For all Console Edition users, please contact your console manufacturer for first-line support on all related technical questions.

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